



SAULT STE. MARIE DISTRICT
HOUSING SERVICES

TENANT HANDBOOK



Social Services | Services Sociaux
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Sault Ste. Marie District

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This handbook is provided as a supplement to your tenancy agreement.

Your legal rights and responsibilities are described in your residential tenancy agreement.

For more information on your rights and responsibilities as a tenant, phone **Housing Services** at **705-946-2077** or online at **www.socialservices-ssmd.ca**.

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Here to Help.

Welcome. Biindigen. Bienvenue.

This handbook provides you with valuable information as a new tenant. You will find information related to your rights and responsibilities as a tenant as well as guidelines and policies that Housing Services follows to ensure you have a safe, affordable place to call home.

Keep this handbook in a convenient place for future reference.

About Housing Services

Your rental is owned by Sault Ste. Marie Housing Corporation (SSMHC), operated by the Housing Services Division of Social Services Sault Ste. Marie District.

Our mission is to provide safe, affordable housing to low and moderate income families, seniors and individuals. We are funded by the Province of Ontario, Government of Canada and City of Sault Ste. Marie. Visit Social Services online at www.socialservices-ssmd.ca to find out more.

Roles of Housing Services Staff

You may meet the following people in our buildings or homes:

Housing Operations Manager – Responsible for the day-to-day operations of all apartments and homes that are owned by SSMHC.

Property Manager (PM) – Your property manager will help you complete forms related to moving in, review your tenancy agreement, provide updates related to your rent and/or subsidy and ensure any maintenance concerns are addressed. Each PM has an assigned group of properties (called a portfolio). Each PM is also assigned a TSW and TSC. Your PM will work with you to address any concerns you may have related to your tenancy.

Tenant Support Worker (TSW) – Tenant Support Workers main goals are to facilitate successful tenancies as well as to find and secure households with any required community resources in addition to providing support to those with day-to-day questions or concerns.

Tenant Services Clerk / Customer Service Clerk (TSC / CSC) – Tenant Services Clerks work with the PM to handle your tenancy. They are responsible for the administration aspect of your tenancy, such as collecting documentation, receiving and processing maintenance requests, and issuing documentation related to your tenancy or subsidy.

Customer Service Clerks work with TSCs in addition to maintaining the front end of our operation. CSC's screen inquiries, process rent payments and assist in completing any paperwork related to your tenancy.

Custodian – Housing Services has two custodians who are mainly responsible for the cleaning and maintenance of our two senior properties.

Infrastructure & Asset Manager – The Infrastructure and Asset Managers are responsible for ensuring our buildings and properties are maintained and upgraded as required. This includes capital work such as elevator upgrades, common area renovations, or roof repairs.

Contacting Our Office

The Housing Services Office is open Monday through Friday between the hours of 8:30am and 4:30pm. The office is closed on weekends and statutory holidays.

Our phone line is operational 24 hours a day, 7 days a week should there be an emergency.



Our Mailing Address Is:

180 Brock Street
PO Box 277
P6A 5L8



Day-to-Day Inquiries:

Monday to Friday, 8:30am – 4:30pm
(705) 946-2077

After Hours Emergencies:

4:30pm – 8:30am Monday through Friday, Weekends & Holidays
(705) 946-2077



Online:

www.socialservices-ssmd.ca

E-Mail:

ssmhc@socialservices-ssmd.ca

Community Hubs are located within the Chapple Avenue and Second Line West neighbourhoods. You are encouraged to drop-in and see what's new!

Moving In

Your Property Manager will let you know what day you may move in to your new home. When you pick up your keys, the Property Manager will complete a lease agreement with you and review many of the items found within this handbook.

Keys & Locks

Your home will have a new lock installed prior to your move in. You will be provided with two keys for your unit, a mailbox key as well as a FOB for the building entry (if applicable).

Housing Services keeps a master key for all units to ensure your safety in case of an emergency. You must not change your locks or add security devices without prior written approval from Housing Services. If you need your lock changed, please ask your Property Manager.

If you require replacement keys, or are locked out of your building, you can contact your property manager for assistance.

Please note that we may charge a fee for these services:

- Replacement Keys - \$10.00
- Lockout - \$25.00

Replacement keys are not available in all buildings and may result in the need to replace the entire lockset. You may be responsible for this charge.

Parking

Tenant parking is available at most Housing Services locations. Vehicles must meet certain conditions including being licensed and in running order. If you own a vehicle, it must be registered with Housing Services.

Your tenancy agreement contains a parking appendix that outlines all rules and regulations regarding vehicle parking.

Insurance

Housing Services only insures its buildings, not your belongings. Tenant insurance is a requirement in order to move in to a unit. Having this coverage in place will ensure your belongings are covered against theft, fire and other damage.

Hydro, Heat, Gas and Air Conditioning

Depending on where you live, you may be responsible for all, part or none of the hydro, heat and gas expenses within your unit. Your Property Manager will let you know prior to moving in what is and what is not included. This will also be indicated within your tenancy agreement. Some rents may see utility charges or allowances as part of their monthly charge.

The use of air conditioning units is restricted to portable units only. Residents are not to install any other type of air conditioner, including window mounted units.

If you wish to install an air conditioner, you must receive written approval from your Property Manager. There is an annual fee of \$100.00 to offset the added electricity costs.

Cable, Telephone & Satellite Dishes

Most buildings and homes have hook-ups in place for cable tv, internet and telephone services. These services are not included in your rent unless otherwise indicated. The installation of satellite dishes to your home or apartment building or fence is not permitted.

Pets

Housing Services has strict guidelines in place regarding pets. Please review the pet policy included in your tenancy agreement. This agreement includes rules and regulations including the types of pets that are not permitted (for example, vicious or dangerous dog breeds, and certain exotic pets) Permission must be obtained from your Property Manager prior to moving any pets into your home.

It is your responsibility as a pet owner to remove all waste deposited by your pet within the common areas of the housing complex. All pets must also be on a leash at all times and with a responsible person when not inside your home.

Entry Systems & Elevator Booking

Most apartment buildings are equipped with secure entrance systems. Doors must not be propped open. Visitors can use the intercom to contact you within your unit. Please do not let strangers into the building.

When moving in, if your building has a custodian, you may contact them to book a time to reserve the elevator. Bookings are available Monday through Friday between 8:30am and 4:30pm.

Common Areas

Most apartment buildings have common rooms that tenant groups and individuals can use for recreation and meetings. Bookings can be made with Tenant Support staff who will confirm if the space is available. Tenants are responsible for all actions of their guests attending the facility.

Laundry Facilities

Buildings that have laundry facilities are for use by tenants only. Most laundry rooms are open 24 hours a day, 7 days a week. All facilities have a smartcard system in place to eliminate the need for bringing any coins.

Reloadable cards are available at the Housing Services office for \$10.00. Cards can be filled and reloaded on site with your debit or credit card or online at www.coinamatic.com.

Washing machines are programmed to run for just under 40 minutes, while driers are programmed to run for 60 minutes. You can increase the timer as needed for an additional cost.

We ask that you:

- Check the instructions for proper use of the washer and dryer
- Use a liquid detergent vs. powder
- If powder is chosen, place directly into the washing machine barrel with your clothing
- Remove lint from lint screen after each dryer use to prevent fires
- Phone Coinamatic with any problems, 24 hours a day, 7 days a week at 1-800-561-1972 or online at www.coinamatic.com.

Rent

How Rent-Geared-to-Income (RGI) Rent is Calculated

If you receive a rent-geared-to-income subsidy, your monthly rent amount may change several times a year. While there are many different scenarios when it comes to calculating RGI subsidies, in most cases, your rent will be based on 30% of a household's adjusted family net income, defined by line 236 of Canada Revenue Agency's Notice of Assessment.

Other exceptions to the RGI calculation are for individuals receiving Ontario Works or Ontario Disability Support Program benefits. RGI calculations are bound by the Housing Services Act (2011).

How Portable Housing Benefit (PHB) Rent is Calculated

Portable Housing Benefit subsidies are calculated based on the income amount found on line 236 of the household's income tax return. This total amount is your annual family net income (AFNI). Rent will only be recalculated if there is a decrease in income of 20% or greater. PHB calculations are bound by the Housing Services Act (2011)

The following calculation will be utilized to determine the amount of PHB:

$$\text{Monthly Portable Benefit Amount} = (\text{AMR} \times 80\%) - \frac{\text{AFNI} \times 30\%}{12}$$

AMR = Average Market Rent

NOTE: AMR is set by the Service Manager for the District of SSM and as of January 1, 2020 the (1) bedroom AMR is \$825.00 and (2) bedroom AMR is \$925.00.

Affordable Market Rent

Individuals paying an affordable market rent are bound by the Residential Tenancies Act (2006). You must meet a minimum income threshold to move-in to an affordable market rent unit. Generally these units charge 70-80% less than the average market rent rate within the community.

Market Rent

Market rent is the full amount charged for the unit with no subsidy applied. Some Housing Services buildings may be market rent based and are bound by the Residential Tenancies Act (2006).

Increases to the market rent rate are bound by annual rent control rates determined by the Province of Ontario.

Reporting Requirements for RGI & PHB Tenants

Housing Services will require the following documentation as part of your tenancy:

RGI & PHB Tenants

- Income taxes must be completed annually
- Any changes in household composition must be disclosed
- Changes in income that result in a 20% increase or decrease from the current set subsidy can be submitted for a rental rate review.
- Tenant insurance must be submitted annually

Annual Income & Household Composition Reviews for RGI & PHB Tenants

All tenants receiving a RGI or PHB subsidy must complete an Annual Income & Household Composition Review (AR) package. This package will be mailed to you at a minimum of 30 business days prior to the due date.

As part of this review, you will be required to submit your latest notice of assessment from Revenue Canada, tenant insurance policy and the package itself confirming current household occupants.

Failure to complete the AR package may result in your subsidy being put in jeopardy and your rent increasing to the market rate.

How to pay your rent

Rent is due in full by the first business day of each month.

RGI, Affordable Market, and Market rent tenants can pay their rent directly to Sault Ste. Marie Housing Corporation. PHB tenants will pay their landlord their portion, and Sault Ste. Marie Housing Corporation will pay the balance to equal the market rent for the unit.

There are several options available to pay your rent:



Online banking:

You can pay your rent online through most major banking institutions. You will require your unique tenant code to pay rent online which can be provided by a Customer Service or Tenant Service Clerk.

Payee: Sault Ste. Marie Housing Corporation

Account #: Your tenant code (ie. B123456)



Electronic funds transfer (EFT / Preauthorized):

Rent is automatically withdrawn from your bank account each month. A void cheque from your bank and EFT form is required to set this option up.



In person:

Housing Services

180 Brock Street, Sault Ste. Marie, ON, P6A 3B7

8:30am – 4:30pm, Monday to Friday

If you are unable to pay your rent, contact your Property Manager or Tenant Support Worker right away. If you are in a crisis, we can arrange a payment plan that will work for you. We can also assist in finding you services that will help you manage your finances.

We do not accept credit cards as a method of payment.

Your New Home

Care of Your Unit

It is your responsibility to keep your home safe and clean.

- Leave common areas such as hallways, laundry rooms, and grounds clean for other tenants. Do not store items in the common areas (ie. bicycles, scooters)
- Children and pets should not play in hallways, elevators, or laundry rooms
- Do not ride bicycles inside
- Picture hooks should be used to hang wall decorations, rather than nails or screws
- Do not use liquid bleach as a cleaner. It is harsh on the environment and can damage building materials such as carpets.
- Do not paint or apply wallpaper to any walls without obtaining permission from the Property Manager.
- Do not install any air conditioners, ceiling fans, electrical appliances or fixtures without consulting your Property Manager.
- Upon moving out, it is expected that the unit will be returned to the original condition it was upon you moving in.

Appliances

Most units in apartment buildings come with a refrigerator and stove. Tenants renting a detached home or townhouse are required to supply their own fridge and stove.

Bathrooms

Use gentle, non-abrasive cleaner on bathtubs, sinks and toilets. Use exhaust fan if available to reduce condensation. If your exhaust fan is not working, contact your Property Manager.

Some bathrooms are equipped with low-flow toilets. They are designed to use less water per flush. Do not flush any other paper products other than regular toilet paper down a toilet (ie. baby wipes, paper towel, etc).

Basements & Storage Areas

Basements are only to be used for storage of non-flammable items and using your washer and dryer. Basements are not to be used for sleeping. Doing so violates fire regulations due to insufficient fire exits or ventilation.

Yards, Balconies and Porches

Homes with a yard are your responsibility to maintain. This includes raking leaves, cutting grass and maintaining your driveway and walkways in the winter months.

If your home has outside water taps, ensure the lines are shut off from the inside prior to winter. If you are unsure, ask your Property Manager.

For those with a balcony or porch, you must:

- Not use these areas for storage.
- Not smoke cigarettes, cannabis or vape
- Keep the area clear of snow in winter months to avoid any problems with water entry into your home.
- Not operate a barbeque as it creates fire and health hazards
- Not shake rugs or mats from your balcony

Household Garbage & Recycling

Disposal of furniture, mattresses, electronics, appliances or other large items is not permitted. Tenants must arrange for removal and disposal of these items at their own expense.

Hazardous waste, such as batteries, paint, chemicals, and needles must be disposed of properly elsewhere. **These areas are monitored. Illegal or dumping of oversized items may result in tenant charges added to your account.**

Detached & Semi-detached Homes

Detached homes are provided with (1) curbside garbage bin and (1) curbside recycling bin by the City of Sault Ste. Marie.

Approved items for recycle include #1 and #2 plastics, metal & tin as well as clean cardboard. More details as well as your pick-up day can be found online at

www.saultstemarie.ca You are responsible for these bins. If you lose or damage your bin, there may be a fee charged to replace it.

Townhouse Complexes

Townhome complexes have designated garbage dumpsters. Place any garbage immediately into the dumpsters. Do not store garbage near the entry of your home or on your patio. Doing so will help to eliminate smells, unwanted animals and pests.

Apartment Buildings

Keep garbage rooms within your apartment building clean. Do not leave garbage or recycling on the floor for others to clean up.

If your building has a garbage chute, ensure bags are securely tied and sized appropriately. Do not use the chute for oversized items or used kitty litter.

Pest Control

Report the first sign of pests in your unit to your Property Manager or Tenant Support Worker. Pests include (but are not limited to) rodents, cockroaches, ants, silverfish, and bedbugs. Treatments will be scheduled to avoid further infestations.

You can reduce the likelihood of pests by:

- Keeping dry goods (flour, cereals, sugars, etc.) in glass, metal, or hard plastic containers with tight fitting lids;
- Keeping garbage, including recyclables and food scraps in tight-closing hard containers;
- Blocking any holes in windows or foundations;
- Stuffing steel wool into holes around water pipes that can be found in the kitchen or bathroom;
- Keeping grass in your yard trimmed;
- Making sure the cover on your basement drain is secured in place.

Any presence of bed bugs must be reported IMMEDIATELY to avoid potential spread.

To avoid the spread of **bed bugs**, it is important that you do not bring any furniture or household items in your unit from dumpsters or second-hand stores. Should you discover bed bugs in your unit, notify your Property

Manager or Tenant Support Worker immediately. They will give you further instructions on what is required to prepare your unit for effective treatment. If spraying is necessary, you will receive a notice that explains what needs to be done before a treatment is completed.

Do not throw out infested furniture or mattresses.

Renovations & Alterations

At times, Housing Services may need to perform renovations or alterations to your unit or building. This may include balcony repairs, painting, flooring, roofing or elevator maintenance.

We will give you ample notice prior to starting any major work projects and will work with our contractors to ensure disturbances are kept to a minimum.

Performing your own renovations or alterations to your unit are generally not permitted unless you have written confirmation from your Property Manager. If you require a renovation for accessibility or other extenuating circumstances, please contact your Property Manager to discuss your options.

Maintenance & Repairs

For all maintenance requests, contact your Property Manager, Custodian, or Tenant Services Clerk. We have a responsibility to keep our homes well maintained. There are no charges for wear-and-tear repairs. Should there be any damage caused by you, other household members, guests or your pets, you will be responsible to pay for the repairs. The Property Manager is responsible for preparing and authorizing any charges for repairs to damage.

If you have any questions about a charged repair, discuss them with your Property Manager.

Housing Services will provide you with a minimum 24-hr notice of the fact that your unit will need to be entered to perform maintenance or repairs unless it is an emergency. All repairs can be done between 8:00am and 8:00pm as per the Residential Tenancies Act.

After-Hours Maintenance Emergencies

After working hours and on weekends, you can contact the general phone line at (705) 946-2077. This number is only to be called in case of emergency, such as flood, power failure to the entire apartment, elevator breakdown, no heat, or when safety is at risk. In case of fire or other major emergency, call 911 FIRST.

Noise, Disturbances, Conflicts & Complaints

You and your neighbours are entitled to privacy and quiet enjoyment of your homes. Please ensure that you are living in a manner that does not have a negative effect on your neighbours. Excessive noise and disturbances may lead to action against your tenancy.

If you are involved in a conflict with another tenant, try to resolve the issue with them before seeking help. If you are unable to resolve an issue as it relates to your tenancy, contact your Tenant Support Worker or Property Manager.

Smoking, Cannabis Use, and Vaping

All tenants who move in after October 1, 2015 will not be allowed to smoke (cigarettes, cannabis) or vape within their home.

If you live in an apartment building, please ensure you are smoking ONLY in designated areas. More details regarding the smoke-free housing policy can be found within your lease.

Guests

Guests may stay with you for a total of 14 days in a calendar year. If you need to plan a longer visit, you must obtain written approval in advance of the visit from your Property Manager.

Tenant Rights & Responsibilities

Tenancy Agreement

Before moving in to your new home, you signed a tenancy agreement with Housing Services and should have a copy of it. If you find some rules difficult to understand, or need a new copy the agreement, contact your Property Manager or Tenant Services Clerk.

Staff Code of Conduct

Housing Services staff abide by a code of conduct.

Our staff may not:

- Accept tips, money, or gifts from tenants or contractors
- Sell items or services to tenants
- Buy, take property or personal belongings from tenants, their families, or their estates for use of personal gain
- Accept gifts or other items from tenants in return for service
- Accept payment for service during or after work hours
- Borrow money or anything else from tenants
- Witness a will, oath, affidavit for a tenant, or act as the executor of a tenant's will
- Be on the job in an unfit condition to work due to using alcohol or drugs
- Abuse tenants, staff, contractors, service agency representatives or anyone else in the workplace, either verbally or physically.

Housing Services Act

Tenants who receive a rent-geared-to-income (RGI) or portable housing benefit (PHB) subsidy fall under the Housing Services Act (2011). Housing Services determines and makes decisions regarding your subsidy based on the rules and regulations within this Act. You can find the full act online at www.ontario.ca/laws

Residential Tenancies Act

As a tenant, you have responsibilities and rights under the Residential Tenancies Act (2006) (RTA). Any tenant has the right to file applications to the Landlord and Tenant Board against SSMHC. As a tenant, you may file against your landlord for issues such as:

- Inadequate maintenance
- Illegal charges
- Harassment

Under the RTA, Housing Services (as a landlord) may proceed to end your tenancy under the following circumstances:

- Non-payment of rent
- Frequently paying rent late
- Causing serious damage to your unit or the building
- Making noise or acting in a way that seriously interferes with the enjoyment of another tenant's unit or the landlord
- Having more people living in the unit than health, safety or housing standards allow
- Break the law anywhere in buildings or properties owned by SSMHC
- Misrepresent your income or household size if paying RGI
- No longer qualify for a RGI subsidy

Under the RTA, if you move out and leave any contents behind, we have the right to dispose of that property without consulting you about it. We will not, however, seize your property to pay for rent arrears.

For more information on the Residential Tenancies Act, visit the Landlord and Tenant Board online at www.sjto.gov.on.ca

Human Rights Code / Harassment Policy

The Human Rights Code states that landlords, people working for landlords, and fellow tenants cannot harass the residents or staff of a building. This is the law.

Harassment can be based on race, ancestry, place of origin, ethnic origin, citizenship, religious beliefs, political beliefs, sex, sexual orientation, age, marital status, family status, physical and/or mental disability, or the receipt of social assistance.

Harassment means repeated actions or words that embarrass or humiliate a person. This includes insults, name-calling, racial graffiti, sexual remarks, etc. Grabbing, hitting, or pushing are forms of assault, and only need to happen once for legal action to be taken.

If you are harassed by staff or other tenants, you have the right to do something about it. If you cannot confront the person who is harassing you, talk to your Property Manager or their appropriate supervisor. These actions should be detailed in writing, including place(s), time(s) and date(s).

Privacy, Confidentiality & Freedom of Information

Housing Services is committed to maintaining confidentiality, respecting personal privacy, and as a public body, falls under the Ontario Freedom of Information Act.

We only collect personal information required to administer our Housing Programs and support you in your tenancy.

Your personal information will only be used by authorized staff to fulfill the purpose for which it was originally collected, or for a use consistent with that purpose. We do not disclose your personal information to other public bodies or individuals except as authorized by legislation or through your consent.

Housing Services has safeguards in place to protect your electronic records against risk of unauthorized access. Staff access such information only on a need-to-know basis to perform their jobs.

Records are destroyed once they have been held for the period of time governed by our records retention schedules and other legislative requirements.

You have the right to review your personal file by written request. Requests for copies of any information will be charged at your own expense.

Subletting / Assigning Units

Your tenancy agreement does not permit you to sublet or assign your unit to anyone else, even for a short period of time.

Household Size

If there is an increase or decrease in the number of household members in your home, even temporarily, you must contact your Property Manager right away.

Complaint Process

All complaints must be submitted to Housing Services in writing. This includes complaints about other tenants, staff, contractors, or buildings.

Requests for Review of Decisions

The Housing Services Act states that as a tenant receiving a subsidy, you have the right to request a review of any decisions made regarding your rental subsidy. The application must be made in writing and done within the timelines stated on the notice you received.

Safety

Protect yourself and your home. Do not let strangers follow you into your building as you enter. Ensure your guests use the intercom when visiting you.

Only let workers come into the building or your unit if you know they should be there. If you see strangers loitering around the building, contact your Property Manager, Custodian or Police directly.

If you observe suspected criminal activity, do not attempt to intervene. Phone the police immediately. If your safety, or someone else's is at risk, phone 911 immediately.

Do your part to stay safe!

- **Always keep your apartment door locked**
- **Do not prop doors open**
- **Keep windows closed and locked when not at home**
- **Do not remove window stops or screens**
- **Do not let strangers into your building**

It is also recommended to keep an emergency supply kit on hand with a minimum 5-day supply of water, food (such as those that do not require cooking) and clothing. Also include a first-aid kit, flashlight, extra batteries, a portable battery operated radio and any required medications. Visit www.emergencymanagementontario.ca for more tips.

Crime Free Multi-Housing Program

Housing Services is committed to creating and maintaining a high quality of life within our buildings and ensuring that our housing communities are a safe place to live. Housing Services does not condone any acts of crime, drug use and/or drug trafficking in our units, buildings, or properties. We work closely with Sault Ste. Marie Police to keep drug use and trafficking out of our buildings.

Neither the police nor Housing Services can control illegal drug activity or crimes without your help.

You can assist in the campaign against the illegal crimes or drug activity by reporting any information anonymously to Crime Stoppers by phoning the tips hotline at 1-800-222-TIPS (8477) or by going online to www.saultcrimestoppers.com

You do not need to identify yourself and the confidentiality of any information you supply is guaranteed. If your tip leads to an arrest, you may also be entitled to compensation.

Residents found directly involved in illegal crimes, illegal drug activity, or who willingly permit illegal activity to occur in their homes will face immediate eviction proceedings.

Victims of Domestic Violence

If you are a victim of domestic violence, or believe a neighbor is being abused, phone the police.

Vandalism

Many Housing Services properties and buildings are monitored by CCTV for your safety. If you see anyone damaging SSMHC property, phone the police right away in addition to informing the Custodian and/or Property Manager. Damage caused to elevators, stairwells and hallways are expensive to repair.

Fire Safety

The following tips will help protect you and your home in the event of a fire.

Tips

- Avoid storing flammable materials or liquids such as gasoline, paint thinner, solvents, or propane tanks in your home.
- Regularly recycle old newspapers as they become a fire hazard if you let them accumulate.
- Keep your stove, oven and toaster clean so they don't smoke
- Never remove batteries out of your smoke alarm. Housing Services tests all fire equipment and safety equipment regularly

When an Alarm Sounds

- Make sure you know what to do in case of fire.
- Know at least two possible exits to take in case one is blocked by fire
- Never take the elevator in the event of an alarm. They automatically return to the ground floor upon alarm and stop working.
- Lock your unit door and take your keys
- Make sure you know what do to in case of fire. If you are in an apartment, make sure you know the safety plan of your building, the locations of the nearest exits as well as where the alarms are located.
- Never assume a fire alarm is a false alarm.

If you discover smoke or a fire

- Call 911 Immediately
- Pull the fire alarm (if there is one)
- Lock unit door and leave building immediately if it is safe to do so.
- Yell "FIRE" as you leave the building to alert other tenants
- Do not take elevator
- If you cannot leave your unit, or smoke is in the corridor, do not open the door. Leave door unlocked and signal outside your window with a towel.
- Slow down smoke infiltration into your unit by soaking a towel and/or bed sheet in water and cover the whole door / door frame.

Moving Out

Notice to Vacate

If you decide you would like to move out, you are required to provide Housing Services (and/or your landlord) with a minimum of 60 days' notice. If you wish to transfer to another subsidized unit, contact your Property Manager to discuss the internal transfer policy.

Notice must be provided in writing. Forms are available at the Housing Services office, or online at www.socialservices-ssmd.ca.

Unit Inspections

After you've given notice to vacate, your Property Manager may contact you to have your unit inspected. If you painted or made any alterations to your unit, you may need to make sure everything is returned to its original condition.

You may also be responsible to pay for repairing any serious damage you caused, or for any cleaning that may be required if the conditions you left the unit in warrant it.

Returning Keys / Key Deposit Refund

Keys are to be returned to your Property Manager, a Tenant Services Clerk or Customer Service Clerk at the Housing Services office. You may be entitled to a refund of your initial key deposit.

Arrears / Damage Charges

If you vacate your unit and owe arrears, or have left damages that warrant charges being passed on to you, the tenant, the amount owed may be passed on to the credit bureau for collections if no attempts are made to pay off your monies owed. Be aware that you cannot move into another social housing unit in Ontario if you owe arrears to a housing provider.

Housing Services

180 Brock Street

Sault Ste. Marie, ON, P6A 3B7

P: (705) 946-2077 | F: (705) 946-5628

www.socialservices-ssmd.ca

April 2020